

## Talent and Prosperity for All (TAP) Planning

**PRESENTER NAMES:** Eleni Papadakis, Dave Wallace, Elizabeth Court, Partner Panel

**BOARD MEETING DATE:** 11/09/2022

<p><b>ISSUE/SITUATION</b> Be concise - 1 or 2 sentences that get to the heart of the situation, problem or opportunity being addressed.</p>	<p><b>THE ISSUE:</b></p> <p>Strategic planning is the key to successful program implementation. Noting this, Workforce Board staff have initiated pre-planning for the Talent and Prosperity for All (TAP) strategic plan. This plan (for the 2024-2028 service period) will support the workers and employers across all communities of Washington state.</p> <p>Board members will learn more about the context and history of these strategic plans, an analysis of Washington state's dynamic labor market, and the proposed public outreach and communications plan. Following this, Board members will hear from partner service providers on a panel discussion titled <i>Modernizing Technology for Enhanced Service Delivery</i>, regarding the adoption of new technology in the workforce system and what we learned during the pandemic.</p> <p>There will be time for Board discussion and consideration of approving the proposed strategy for the TAP planning work over the next 15 months.</p>
<p><b>BACKGROUND:</b> Short history of how this recommendation came to be. What has been tried, to what result? What evidence exists to support this recommendation?</p>	<p><b>RELEVANT BACKGROUND INFORMATION:</b></p> <p>The Workforce Board is required under three authorizing statutes to convene stakeholders to develop a comprehensive state strategic plan for workforce development. The Board's state statute (RCW Chapter 28C.18), the Workforce Innovation and Opportunity Act (WIOA), and the federal Strengthening Career and Technical Education Act, also called Perkins V, require that plans be created and/or modified every four years.</p> <p>Given the tremendously impactful social, health, and economic conditions the state and country have experienced over the past few years, staff recommends the Board begin a robust planning process early to create a new plan. The Board had to put off their planning process in 2020 because of the pandemic, and instead responded to Governor Inslee's request to prepare <a href="#">Washington's Workforce Economic Recovery Plan</a>. That planning process began with a review of current data and lessons learned from the Great Recession. Staff suggests that those identified lessons are still of consequence, but lessons learned during the pandemic should be captured and analyzed to develop a new state strategic plan.</p> <p>It is expected that the federal submission date for the new plan will be March 2024. This allows for a 90-day public review and comment period, providing staff time to undertake a comprehensive, customer-focused planning process.</p> <p><b>Presenters</b></p> <p>During this meeting, Board members will first hear from Board staff with an overview of the planning process. Eleni Papadakis will provide an overview of the strategic planning effort and its importance. Dave Wallace will offer a presentation on what the most recent data is showing us about the workforce system. With so much flux in the post-pandemic and possible pre-recessionary environment, it is critical to better understand where we are—progress made as well as lack of progress. Particular attention will be paid to how barrier populations are faring. Elizabeth Court will review feedback from partners on the current plan as well as outline the proposed outreach plan detailed below.</p> <p>After Board staff have presented, the Board will hear from a panel of system partners sharing their perspective on how technology has influenced integrated service delivery during the pandemic. During the first six months of 2020, Washington state agencies accelerated their use of technology to improve direct services to customers. This acceleration in technology adoption pivoted many services to customers from in-person services to virtual/remote. In</p>

many ways this period has ushered in a new full-scale approach to service delivery, but without the time to assess the desired impact. The panel members for Modernizing Technology for Enhanced Service Delivery will discuss this transition and continuing advances in the use of technology for direct service delivery, informing the Board on the pros and cons of this transition. The panel will also offer insights that might inform the planning process and discuss how transformative technology creates a new service delivery reality for the workforce system customer, whether participants are: students in Community and Technical Colleges; participating in WorkFirst (TANF); attending Reemployment Services and Eligibility Assessment (RESEA); or retraining under the Trade Adjustment Assistance program.

### **Outreach and Planning Components**

Staff proposes the following plan components and timeline for the Board's consideration:

#### **Goals**

Between November 2022, and December 2023, this planning process framework proposes three goals:

- Keep partners and stakeholders continuously informed about the status of the plan's development.
- Gain feedback on workforce system from key stakeholders, partners, jobseekers, organizations, and businesses.
- Maintain coalitions and open discussion while working with partners writing the 2024-2028 plan.

As all outreach efforts move forward, input requested will continue to focus on and embrace these key issues:

- Engage voices of the underserved and underrepresented.
- Engage employers and workers.
- Demonstrate the important role of Board members and system partners in TAP planning.
- Broaden and strengthen Board members' role in the planning process.

In a sharper focus, the concerns below, already voiced by the Board, will provide additional context as stakeholders reflect on the current system.

- Childcare shortage—especially for alternative hours.
- Digital literacy.
- Ease of navigation for employers and job seekers.
- Education transitions, costs, enrollments, completions.
- Healthcare including behavioral health.
- Housing costs and homelessness.
- New competency and skills-based credentialing methods.
- Rural and urban marginalized communities.
- Talent pipeline partnerships with industry.
- Wraparound issues and support services.

Finally, an environmental scan reflecting on recent changes in the legal environment, social trends, advancements in technology, geographic and environmental issues, demographic shifts, as well as the current state of the economy and the business cycle will be considered.

- With the Board's guidance, outreach activities will include in-person, virtual, or hybrid types of meetings as well as communications via social media, email, and providing additional opportunities for feedback via comments and surveys.
- Outreach efforts to include a focus on one-stop centers, local Workforce Development Boards, community and technical colleges, tribal entities, community-based organizations, industry and business associations, unions and other worker representation groups, targeted populations such as transitioning veterans and re-entry individuals, state agency local offices, local planning areas, ADOs (economic development groups), chambers, school districts, and others.

Planning Process Timeline				
Nov - Dec 2022	Nov - Dec 2022	Jan. 2022	Feb - Mar 2023	April - June 2023
Review 20-24 TAP, Board, local Workforce Dev. Councils, agency leads	Establish summary expectations	Send guidance documents to agencies	Continue local Workforce Dev. Council meetings	Organize and share public comments and feedback with agencies
Establish Review Teams (internal/external)	Develop 24-28 Plan outline	Begin local Workforce Dev. Council meetings X 12 Jan - May 2023	Continue ADO/WEDA and Chamber meetings	
Develop outreach by geography <sup>ii</sup>	Set up ADO/WEDA and Chamber information sessions	Begin ADO/WEDA and Chamber information sessions, include all counties	Continue Questions of the Week through end of March	
Develop outreach budget	Set up Review Team meetings for Jan - May 2023	Begin Questions of the Week		
July - Sept 2023	Oct - Nov 2023	Dec 2023	Jan - Mar 2024	Mar 2024
First Draft complete for internal review	Gather / Add final LMEA data	Governor's Review Period	Final draft for Public Comment	Submit final to DOL
			Incorporate public comments	Set up continuous feedback process for 2024-2028 plan
			Board review and approval	Dates subject to revision.

<p><b>TAP STRATEGIC PRIORITY:</b> Which TAP strategic priority or priorities does this recommendation support? Can you tie to specific goals and objectives in TAP? Briefly describe these connections. If the connection is unclear, describe why this is of consequence to the Workforce Board and/or workforce system.</p>	<p>This planning and outreach process will review the current TAP strategic priorities:</p> <ul style="list-style-type: none"> <li>▪ System performance accountability.</li> <li>▪ Integrated and streamlined customer service.</li> <li>▪ Accessible, technologically savvy system.</li> <li>▪ Strengthened business engagement.</li> </ul> <p>A performance analysis of priority goals and objectives will be completed to help determine if current priorities should be reaffirmed and/or new priorities created. The planning and outreach effort will also reflect on the information and recommendations delivered to Gov. Inslee in the Board's Workforce Economic Recovery Plan:</p> <ul style="list-style-type: none"> <li>▪ Create an economic recovery ecosystem.</li> <li>▪ Define and transparently measure progress towards inclusive economic recovery.</li> <li>▪ Leverage, expand capacity &amp; expertise of postsecondary systems.</li> <li>▪ Expand or create new accessible, navigable pathways to livable-wage, high-demand jobs.</li> <li>▪ Re-engineer pathways to IT-based careers.</li> <li>▪ Boost healthcare workforce pipeline.</li> <li>▪ Customize business services and entrepreneurial support.</li> </ul>
<p><b>RECOMMENDATION AND NEXT STEPS:</b> What specific result do you want from the Board? Is this recommendation for discussion or action? If for discussion, will action be required at a later date? What next steps are expected after this discussion?</p>	<p>Staff asks the Board to consider approving the proposed outreach plan, as outlined above. Board members may also provide feedback on additional outreach opportunities.</p>

<sup>i</sup> Federal Requirements Noted [here](#).

<sup>ii</sup> Beyond economic development groups, the list of those to be engaged include Tribes, area jurisdictions, i.e., local governments, school districts, industry organizations, community and technical colleges and their Centers of Excellence, state Department of Commerce key industry sectors, DSHS-designated local planning areas, and others.